

HeartBeats

A Quarterly Newsletter from Haldimand War Memorial Hospital & Edgewater Gardens Spring 2017

A Recognition of Quality in Breast Screening Services



HWMH has now been recognized as an official Ontario Breast Screening Program (OBSP) site. This means the breast screening program at the hospital meets the high standards set by the province.

“Inclusion in this program provides our local community access to an established, high quality, province-wide service,” says HWMH chief radiologist Dr. Greg Mitton.

Women in the Haldimand area will receive letters from the program when they turn 50 years old, reminding them it’s time for a screening and also for follow-up screenings every two years. They can book appointments for mammograms directly, without a doctor’s referral, by calling 905-774-7431 ext. 1221.

Patients will be contacted directly if screenings result in any abnormal findings so that follow up testing can occur.

“Being an affiliate site of the OBSP recognizes the excellent work our Diagnostic Imaging Team performs on a daily basis, and helps us to continue to provide the best care for every person, every time,” says hospital president and CEO David Montgomery.

Among those celebrating the hospital becoming an OBSP designated site during a special reception last January were (from left), Ann Foster, regional medical radiation technologist lead for the Local Health Integration Network; Riley Crotta, acting manager of the Integrated Cancer Screening Program for the Regional Cancer Program; David Montgomery, HWMH president and CEO; and Tom Dorland, the hospital’s director of Laboratory, Diagnostic Imaging and Quality.

Message from the President

The hospital has faced many challenges in starting the construction of our new Emergency Department, but things seem to be back on track.

Our project tender was issued in February and bids are due in mid-April. A review team will be comparing all the bids by the end of April. The last hurdle will be to receive Ministry of Health approval on our selection of a general contractor.

Meanwhile, the voluntary operational review of the ways the hospital and Edgewater provide services is underway, with the goals of enhancing patient and resident care, finding more efficiencies and reducing costs.

HWMH and Edgewater employees have also been busy preparing for a review by Accreditation Canada to ensure both organizations meet the highest standards

of care. During the last accreditation, the hospital and home received the maximum, four-year exemplary accreditation, and we are optimistic that we can repeat that success!

We hope you enjoy reading this latest issue of HeartBeats.

David Montgomery,
President and CEO

HWMH Volunteer is Citizen of the Year



A hospital volunteer has been named Citizen of the Year for Dunnville by the local Chamber of Commerce. Pat Battle received the award in March, along with congratulatory certificates from Haldimand mayor Ken Hewitt, MPP Toby Barrett and MP Diane Finley.

Since 2012, Pat has volunteered every Thursday morning at the hospital's Information Desk, and also works as a porter every second Monday. Nearly 40 years ago when her children were young, Pat volunteered in what was then the hospital tuck shop.

In addition to her service at the hospital, Pat also organizes fund-raising dinners and funeral

reception lunches at her church, Knox Presbyterian in Dunnville, is a Meals on Wheels volunteer, and frequently drives seniors to doctors' appointments and helps them with their gardening. "I believe you can really have an affect on people's lives if you just care about them. It's such an easy thing to do," she says.



The Dunnville Health Centre Volunteer Association is planning two major fundraising initiatives this year in support of the hospital.

Three gift baskets will be raffled off May 12, 2017 with tickets on sale in The Hidden Gem gift shop and hospital Information Desk starting April 21. The themes for this year's baskets are spring clean-up, Mother's Day and gardening.

Later this year, the association will present a dinner and auction event, entitled "Moonlight on the Grand – A Night to Remember." The gala event will be held at the Dunnville Lifespan Centre on Friday, October 20, 2017, with catering by Cayuga's renowned Twisted Lemon restaurant. Tickets go on sale this June.

Health Links Success Story

After a long hospitalization to address multiple health issues, Mr. Smith (not his real name) was struggling to maintain a reasonable quality of life at home. His financial struggles and deteriorating health condition meant he was pretty much confined to his apartment, with very poor dietary habits and a serious nicotine addiction. It didn't help that his vascular problems and chronic obstructive pulmonary disease (COPD) had already been limiting his mobility.

The Health Links team took charge to get Mr. Smith the support he needed to live his life to the best it could be. This included arranging for the Salvation Army to become a trustee of his finances and pay off his debts, working with Senior Support to deliver nutritious meals, and setting up a plan with a local pharmacy to provide supplies to manage Mr. Smith's diabetes and get him a scooter. Health Links also enrolled Mr. Smith in the hospital's Smoking Cessation Program, with the result being that he has reduced his cigarette usage by two-thirds.

Mr. Smith says he feels better, is happier, and is able to use his scooter to socialize and run errands around town. An important added benefit is that he is less likely to end up in the hospital Emergency Department, or to require hospital or nursing home care anytime soon.

Donations at Work in the Hospital

Loyal donors are the cornerstone of Dunnville Hospital & Healthcare Foundation's (DHHF) success. It's only with their support that DHHF has been able to secure state-of-the-art health care equipment and services to benefit the community. A recent example is the foundation's successful \$1.6 million campaign to fund the first CT scanner in Haldimand County.

In 2016, 3,364 CT scans were performed at Haldimand War Memorial Hospital. "Our CT scanner has become much more than a convenience – it is an essential diagnostic tool," says Emergency Department chief Dr. Jeff Remington. "As a small rural hospital, we are extremely fortunate to have the community support for this machine and the staff who operate it."

The DHHF launched the "Back the C.A.T." campaign back in February 2012, and the CT scanner has now been operating at the hospital for more than three years.

"I want to thank everyone in the community for investing in technology to equip our medical teams with the vital tools they need. It warms our hearts to share the difference your donations have made to health care in our community," says DHHF executive director Shelley Rollo. "The generosity from the community is truly amazing and is clearly displayed on our donor wall just outside the Primary Healthcare Centre."

The foundation is now actively raising funds for the next major capital project at the hospital – a new Emergency Department.

DHHF encourages donors to make regular contributions through its Monthly Giving Program. For more information about the program, email info@dhhf.ca or call 905-774-2529.

Depression – Recognizing When Help is Needed

It's not unusual for most people to feel down in the dumps at some point in their lives, but there's a difference between simply feeling blue for a few days and major depression.

Dr. Bill Sulis, a psychiatrist who runs the Mood Disorders clinic at HWMH on Mondays and Fridays, has a unique way to describe the difference. He says it's like the weather. A day or a few days of feeling sad is pretty common, similar to a few days of cloudy weather. But if the sadness lasts longer than two weeks, he says it's as if the entire season has gloomy weather. The second instance may be a sign of major depression.

Dr. Sulis says major depression is associated with more than simply feeling depressed or flat, bored, negative or pessimistic. It's also accompanied by changes in body function including appetite, sleep habits, and energy levels. And those changes can go either way; for example some people with major depression might eat more, while some might have little appetite at all.

Major depression is most common in the spring or fall, which Dr. Sulis says is different from Seasonal Affective Disorder (SAD), which occurs between late October and late March.



There's a difference between feeling blue and actually suffering from depression.

He says SAD is characterized by increased sleep and appetite, and low energy and drive. "It's the human version of hibernation," he explains.

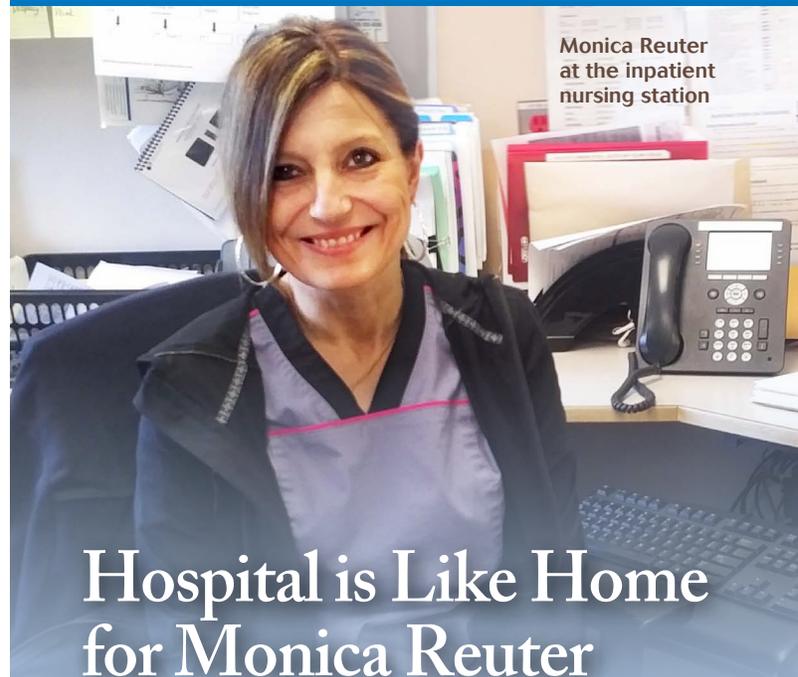
Dr. Sulis says people with SAD or who feel depressed can help themselves improve their mood. He says regular exercise – such as taking a walk every day – having a healthy sleep routine and keeping up social activities with other people can help keep the blues away. "The worst thing people can do is lay on the couch, sleep too much, and cut themselves off from family and friends."

If a couple of weeks go by with no improvement, that's the time to make a visit to a family doctor for help. While Dr. Sulis says "there's no one technique that can cure everybody," drugs or counselling, or a combination of the two, are usually effective.

He says patients have a huge role to play in managing their condition. "People can't get caught up in being a victim, go to the doctor, take pills and then just expect to get better." He stresses that if after three months there is no improvement, patients need to make a point to return to their family doctor and request a referral to a mental health professional.

"Responses to treatment are highly individual," he says. "People should not suffer and not do anything about it. They need to follow up with their doctors if they continue to feel depressed." Dr. Sulis says that often tools are needed to tailor the treatment to a particular person.

EMPLOYEE PROFILE



Monica Reuter at the inpatient nursing station

Hospital is Like Home for Monica Reuter

It took an Emergency Department visit for her baby's ear infection to convince Monica Reuter she needed to apply for a job at Haldimand War Memorial Hospital. That was 12 years ago. Although Monica had then been living in Dunnville for the past two years, she was working as a nurse in a Hamilton hospital. She was impressed with the care and friendliness of the staff at HWMH, she recalls.

Monica began by working part-time at HWMH and was hired on full time two years later, serving in various locations throughout the hospital, but mostly on the inpatient unit. "I feel like I've grown up here," she says. "This is my home."

"The staff have kept me here – they're like family – and I'm supported by management."

Not only do her fellow employees seem like family, Monica says, but the patients do as well. It's a benefit of working and living in a small town. "You're always caring for people you know, or you'll know the family members of the patients. It's a gift, really."

In addition to 12-hour nursing shifts, Monica also works part time with patients admitted with emergency psychiatric problems at the new Niagara Health System hospital in St. Catharines. She takes particular satisfaction in helping people suffering from mental health issues, and it allows her to put to use her bachelor's degree in social work in addition to her nursing diploma.

Monica will be moving back to part-time work at the hospital this spring, so she can spend more time with her family. Both her 13-year-old son Braydon and eight-year-old daughter Madison are heavily involved in sports and, as a single mom, Monica wants to be a bigger part of their lives as they grow up.

A Nurse Practitioner for Edgewater

Edgewater Gardens has been successful in its application to the Ministry of Health and Long-Term Care for funding to hire a part-time nurse practitioner. Once final paperwork from the ministry arrives and is completed, advertising for the position can begin.

Edgewater and the Delhi Long-Term Care Centre together submitted the application to share one full-time position. This means that each centre will alternate having a nurse practitioner onsite for three or two days each week.

"We're thrilled to get this position," says Edgewater administrator Greg Allen. The nurse practitioner will complement the services provided by physicians who provide services to the home.

"Nurse practitioners can conduct early assessments of our residents and prescribe necessary medications to begin treatment on the spot," Greg says, noting that this will prevent residents' health conditions from potentially becoming worse and even requiring admissions to the hospital Emergency Department. Many of the 64 residents of Edgewater have complex health problems.

The nurse practitioner will also provide education to other nursing and support staff at Edgewater, and help research evidence-based best practices to help with programs dealing with patient wound care, falls prevention, incontinence problems and behavioural issues.



Edgewater Goes Green for St. Paddy's Day

Among the residents celebrating St. Patrick's Day on March 17 were (top photo foreground) Maxine Booker, Fern Lymburner, Janet Gifford and Bodil Factor; (bottom left) Ann Logan and (bottom right) Irene Gloyd.

Welcome New Staff

HOSPITAL

Jessica Scholman – PSW
Dorothy Smith – PSW
Dr. Jeff Vilks – Radiologist

EDGEWATER

Mariah, Bunz – RPN
Ashtyn Dykstra – PSW

Community Open Houses

The spring open houses for HWMH and Edgewater Gardens will be held

Tuesday, May 2, 2017

- 9:30 – 11:30 a.m.
- 3:30 – 5:30 p.m.

in the hospital's Paul Mailloux boardroom.

Members of the community are invited to attend.



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